

Pinkard Construction uses ArcMail Defender to secure and quickly retrieve project-related email and attachments.

Company: Pinkard Construction Company **Location:** Lakewood, CO
Client Since: Oct 2006 **Product:** Defender U220

Problem

Construction projects generate substantial paper trails consisting of contracts, addendums, change orders and a variety of required forms. Because most of these documents are now exchanged through email, the Pinkard Construction Company of Lakewood, Colorado needed an archiving solution to create a secure historical record of every project.

"Tracking down an email or attachment used to be very time-consuming and hit-and-miss," said Rosemary Doerner, Pinkard's IT Manager. "We might need to find an email that was sent 30 days or 3 years ago. If the project manager didn't have it, or no longer worked here, we'd have to go through back-up tapes and even file boxes looking for hard copies.

Solution

Pinkard has over 100 office employees who send and receive approximately 5000 emails per day. "We looked at several archiving appliances and chose the ArcMail Defender because of the robust search function and how easy it is to restore email and attachments," Doerner said. "Defender lets you restore emails directly to your In box. The others we looked at required several more steps. Defender was by far the easiest for our employees to use. My best indication of that is that they rarely call me with a question."

The company is now implementing a procedure to require a job number in every project-related email. Authorized users can then pull up all emails and attachments for a given project and, if necessary, quickly search within those results by more specific criteria.

Value

Besides ease-of-use and time-saving search capabilities, ArcMail Defender's affordable purchase price and low *continued on next page*



"We recently used Defender to find a project-related email that probably saved the company \$25,000."

- Rosemary Doerner, IT Manager
Pinkard Construction Company

About Pinkard Construction Company

Pinkard Construction Company, founded in Lakewood, Colorado in 1962, has completed over 1,400 projects worth over \$1 billion across the Front Range, from small repair jobs to single projects worth over \$50 million. Pinkard has expertise in all delivery methods including Design-Build, Construction Manager, General Contractor, and self-performed work as a true general contractor. Pinkard is recognized for providing the most accurate preconstruction services and uncompromising construction quality in the industry. The company is the only contractor in the United States to be awarded eleven Associated Builders and Contractors' National Excellence in Construction awards.

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To learn more about ArcMail's complete email archiving and management solution, call 866-417-6495 or visit www.arcmailtech.com.

cost-of-ownership were major benefits for Pinkard. ArcMail's solution was strong on all counts, with no additional hardware or software to install, license or support.

When asked what model of Defender the company is using, Doerner smiled and said, "I'd have to go look, because since I installed the unit, it's been out-of-sight, out-of-mind."

While Pinkard isn't required to comply with the Sarbanes-Oxley Act, Doerner said the company conforms to SOX guidelines as a matter of best practices. "We've been able to find every email and attachment we've looked for," she said. One of Pinkard's project managers recently told her that being able to quickly find a particular email probably saved the company \$25,000. This represents an ROI of about 200% on the total cost of their ArcMail Defender U220 including hardware and software support.

She added that the company always backed up email before but never felt comfortable about it. "Now we all sleep better at night," she said.

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